



LEARNING COLLABORATIVE  
ON CALL CENTERS

JUNE 14–15, 2017 • DOUBLETREE ONTARIO AIRPORT • ONTARIO, CA 91764

## ***Post Call Survey Questions used by Counties***

### **Riverside**

Were we able to resolve your issue or question today?

Please rate your satisfaction with the agent's professionalism.

Please rate your satisfaction with the agent's ability to understand the reason for your call today.

Please rate your satisfaction with the agent's ability to speak clearly and in terms that you understand.

Have you called us recently about this same question or issue?

### **San Bernardino**

How satisfied were you with how you were greeted on the call?

Was the worker friendly and courteous?

Was the worker able to help you with the purpose of your call today?

How satisfied were you with the time it took to answer your call?

How would you rate the overall quality of the service you received from the Customer Service Center?

### **San Diego**

Why did you call today?

How often have you called Access?

Which of the following best describes the outcome of your call today?

Please rate the following statement using a scale of 1 to 5 where 5 is Strongly Agree and 1 is Strongly Disagree: The call agent was courteous and I am satisfied with the customer service provided.

How likely are you to call Access again in the future?

Would you like to leave a comment?